

Testing Analyst Intermediate, Quality Assurance and Audit

SUMMARY

The Testing Analyst Intermediate is a technical member of the Quality Assurance and Audit (QAA) team of the Department of Human Services (DHS), Information Technology (IT) section. Reporting to the Testing Analyst - Lead, s/he possesses a basic to intermediate understanding of the Testing Analyst duties/functions for software testing and analysis work. S/he performs activities related to the verification and validation of software quality, and executes other related work duties as required.

S/he performs Testing Analyst functions for both mainframe and server platforms and both waterfall and agile projects and ensures deficiencies are identified and corrected or improved upon quickly. The Testing Analyst - Intermediate must effectively manage change and promote continual improvement of IT processes.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Identify issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.
- Identify process and product improvements and participate in their implementation.
- Review design documentation to validate clarity, consistency, and usability. Review system, business, and report requirements for accuracy and completeness.
- Participate in design reviews to provide input on functional requirements, designs, schedules, or potential problems.
- Identify, analyze, and document problems with program function, output, online screen, or content.
- Review business requirements to create test plans, test scripts, and/or test cases. Decomposes requirements into test cases and test scripts.
- Design and document test plans, scenarios, scripts, or procedures for use during testing and quality assurance activities.
- Coordinate with staff and management representatives from a number of technical and non-technical areas to establish development and testing priorities and strategies.
- Test system modifications to prepare for implementation. Execute test scripts or test cases in accordance with the test plan to validate expected results.
- Use test case management tool to enter or update test cases and use defect management tool to enter or update defects, and report progress.
- Review historical, existing and ongoing test results and defect reports to identify areas needing specific attention. Utilize testing knowledge and experience to assess or recommend solutions.
- Encourage team ownership of quality to increase overall product solution effectiveness.

EDUCATION / EXPERIENCE

A bachelor's degree in Information Technology, Information Systems Management, Computer Science, and/or related technical degrees or coursework from an accredited college or university.

A minimum of one (1) year IT experience in one or a combination of the following: 1) software applications development; 2) systems analysis or design; 3) testing and quality documentation and execution; or 4) business analysis and process design.

An equivalent combination of education and/or experience may be acceptable.

SKILLS

This position requires:

- Dedication and commitment to customer service focused delivery of solutions;
- Understanding of software testing principles;
- Ability to write clear and understandable defect and incident reports;
- Ability to maintain testing documentation of all types, including test plans, test results, and defect management data;
- Skill at setting priorities while balancing workload and time constraints;
- Ability to review documentation for adherence to standards; and
- Effective participation in small project reviews

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